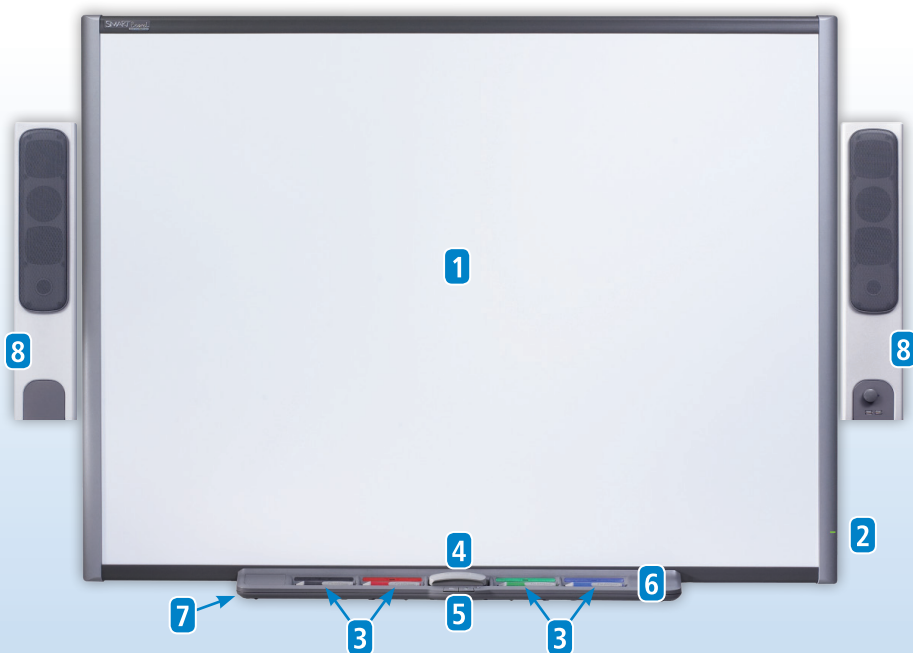


Getting to Know Your SMART Board



- 1 Touch-Sensitive Surface
- 2 Status Light
- 3 Pens
- 4 Eraser

- 5 On-Screen Keyboard, Right Mouse and Help Button
- 6 Pen Tray
- 7 Expansion Slot
- 8 Speakers

Cleaning Your SMART Board





The SMART Board interactive whiteboard is very durable. However, sharp writing instruments, such as ballpoint or fine-pointed pens, may damage the surface if they're applied with heavy pressure. Abrasive erasers and cleaning materials can also be harmful, so we recommend using Windex® glass cleaner or a standard whiteboard cleaning solution (such as Expo® brand).

To remove permanent marker stains, use a cleaner such as the Sanford Expo® Dry Erase Board Doctor. Simply write directly over the permanent ink with the Board Doctor pen, allow it to dry completely, and then wipe it clean. You can also use a high-odor dry-erase marker to remove permanent ink. To do this, cover the permanent ink with the dry-erase ink, wipe with a soft cloth while the ink is still wet, and remove any remaining discoloration with Windex or a whiteboard surface cleaner.

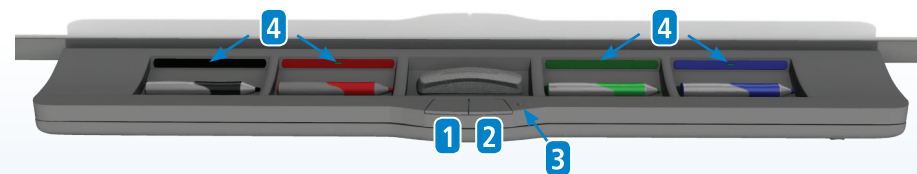
NOTE: We recommend that you shut down your computer before cleaning the SMART Board surface to avoid scrambling desktop icons or activating applications while touching the screen.

Troubleshooting your SMART Board



Problem	Solution
	<p>The Status Light on your SMART Board is not lit.</p> <p>Confirm that your computer is turned on and the USB cable is connected to both your computer and your SMART Board.</p> <p>Note: If your SMART Board has SBA-NA Speakers, they need to be connected to a power outlet.</p>
	<p>The Status Light is flashing green.</p> <p>Verify that SMART Notebook software is installed on your computer. If not, download the most recent version at http://www.teq.com/resources</p> <p>Confirm that your SMART services are running. Go to <i>SMART Notebook Control Panel>About Software and Product Support>Tools>Diagnostics>Service>Start</i></p> <p>If the problem persists, you may need to re-install your SMART Board drivers. Step-by-step instructions can be found at http://www.smarttech.com/us/Support/Browse+Support/Support+Documents/KB1/129028.aspx</p>
	<p>The Status Light is solid or flashing amber.</p> <p>Reset the SMART Board Control Card by pressing and releasing the reset button. (The Control Card is located on the right side of your SMART Board, behind the Status Light.)</p> <p>If the Status Light converts to solid green, your Board is now functioning. Re-orient the SMART Board by simultaneously pressing and holding the Keyboard and Right-Click buttons on the pen tray, and following the on-screen instructions. Or, go to <i>SMART Board Tools>Orient</i>.</p> <p>If the problem persists, the Control Card firmware may need to be upgraded. Please call 877.455.9369 for Technical Support.</p>
	<p>The Status Light is steady red.</p> <p>Your SMART Board is receiving power, but it's not connecting to your computer. Try disconnecting the USB cable from both your computer and the SMART Board, and then securely plug both back in.</p>

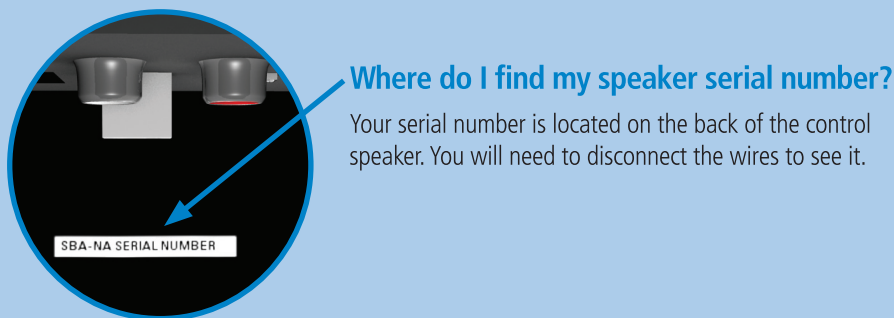
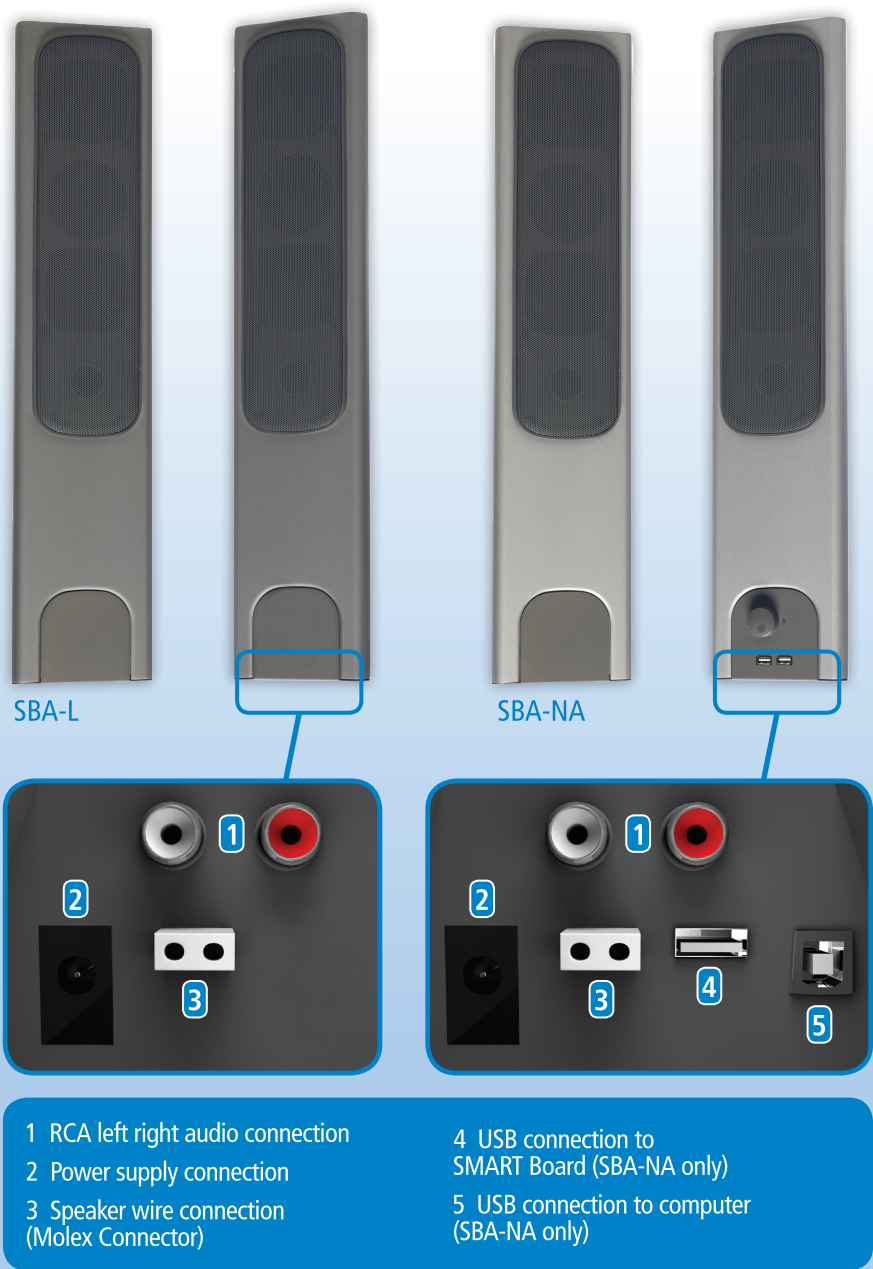
Troubleshooting your Pen Tray and Ink Features



- 1 On-Screen Keyboard button
- 2 Right-Click button
- 3 Online Help button
- 4 LED Sensors

Problem	Solution
When writing on your SMART Board, the ink appears at a slight distance from your pen, or when touching an area on the SMART Board, the pointer does not appear directly below your finger.	Your SMART Board needs to be re-oriented. Simultaneously press and hold the Keyboard and Right-Click buttons on the Pen Tray, and follow the on-screen instructions. Or, go to <i>SMART Board Tools>Orient</i> .
The ink color is the same regardless of which pen is in use.	The default settings have been adjusted in the SMART Board software. Go to <i>SMART Tools>Select Control Panel>SMART Board Settings>Pen/Button Settings</i> . Reset your ink options by choosing <i>Default</i> .
Your customized default pen settings work, but do not save after you shut down and restart.	Your rights are restricted. Ask your IT Department to change the pen and button profile to <i>Default</i> , or login as ADMIN.
When picking up tools from the Pen Tray, the LED lights do not illuminate.	<p>Your Pen Tray or its cable may be defective. Verify that the Pen Tray is properly plugged in, and clear away any dust that may be blocking the LED sensors.</p> <p>If the problem persists, try replacing the Pen Tray Cable with a known working one from another classroom. If that resolves the problem, call Technical Support at 877.455.9369 to order a replacement Pen Tray Cable.</p> <p>If replacing the cable does not resolve the problem, try replacing the actual Pen Tray with a known working one from another classroom. If that resolves the problem, call Technical Support at 877.455.9369 to order a replacement Pen Tray.</p> <p>Note: When calling Technical Support for replacement parts, you will need your SMART Board Serial Number and the Date Code on your Pen Tray to verify Warranty status.</p>
The lights continuously cycle on the pen tray, or remain on.	<p>The LED sensors may not be properly covered. Verify all pens are in place and seated properly over the LED sensors. If a pen is missing, you can place a Post-it® note over the sensor.</p> <p>If all sensors are covered and the lights are still on, your Pen Tray or its cable may be defective. Please follow the steps above for testing and replacing your Pen Tray and cable.</p>

A Closer Look at Your -Speakers



Troubleshooting Your Speakers

Problem	Solution
The sound is coming from your computer instead of the USB speakers.	Verify that your speakers are on by turning the volume knob. Ensure that the "Audio Out" on your computer is set to USB C-media or USB. Then, go to the "Sound and Audio Settings" on your computer and confirm that the volume is turned up and not muted.
There is no sound coming from the USB speakers or the computer.	<p>Verify that your speakers are on by turning the volume knob. Ensure that the "Audio Out" on your computer is set to USB C-media or USB. Then, go to the "Sound and Audio Settings" on your computer and confirm that the volume is turned up and not muted.</p> <p>Next, ensure that all cables are properly connected. One USB cable should run from the speaker to the Control Card (located behind the status light on the SMART Board). A second USB cable should run from the speaker to your computer. A third black and white cable should run between the 2 speakers. The power cable should be plugged into the speaker, connected to a power supply, and plugged into the wall outlet.</p> <p>If all cables are properly connected and there is still no sound, try replacing the cables with known working ones.</p>

Troubleshooting Your Projector

Problem	Solution
The image on your computer is not projecting on your SMART Board.	Confirm that the source on your computer matches the source on your projector. (i.e., Comp 1, Comp 2, S-Video, Video). If using a laptop, ensure that it is set to presentation mode. On a MAC, go to <i>System Preferences > Display > Mirror</i> .
The image is skewed to a single color, or flickers between colors.	Ensure that the VGA cable is properly plugged into the projector and your computer. Inspect the cable for bent pins or broken wires. Try replacing the VGA cable with a known working one.
The image is dull.	<p>There are two modes of operation on most projectors: Economy and Standard. In Economy mode the image will be duller than Standard mode. Verify that your projector is set to your preferred mode.</p> <p>If the problem persists, check the lamp life of your projector. If it is near end of life, call Technical Support at 877.455.9369 to order a replacement.</p>



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